

8/31/2016

9/27/2016 JP



37.5	Assistant Town Clerk		Job Description
Direct Report	Town Clerk	Grade	E \$46,679 - \$58,040
Department	Administrative Services	FLSA	Non-Exempt
Division	Town Clerk	Bargaining Unit	Non- Union
Date	August 2016	Location	Town Hall

Summary

Performs various clerical, administrative, and supervisory functions to assist the Town Clerk in the management of the responsibilities of the Division. Responsible for keeping official records, providing support to office staff, and functioning as the Town Clerk in her/her absence. Performs all work in accordance with applicable provisions of the Massachusetts General Laws.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Assists the Town Clerk in the administration and operation of divisional activities, including the keeping of official municipal records, issuing licenses, conducting elections, recording official documents, and providing information to the general public and Town departments.
2. Updates and maintains the Town Census database. Generates reports, including Annual Street List, Veterans, and School Census reports, and provides statistical data to the Town Clerk.
3. Assists the Town Clerk with elections. Registers voters; prepares, issues, and certifies nomination papers; certifies petition signatures; processes 8,000+ census forms; prepares all lists, forms, and materials needed at the polls; assists in organizing, setting up, organizing, and disassembling the voting place; assists Town Clerk in providing assistance to Election Officers at polling locations; tests voting machines; transports election boxes; sorts ballots; and faxes or emails press releases to appropriate media outlets.
4. Administers the oath of office to Town officials.
5. Assists the Town Clerk with Town Meeting preparation and follow-up. Attends Town Meeting and serves as Clerk to the Moderator, in the absence of the Town Clerk.
6. Maintains meeting postings and follows up with Boards and Committees to obtain minutes according to open meeting law.
7. Issues birth/death/marriage certificates; accepts marriage intentions; processes affidavits and corrections for vital records; explains procedures and regulations governing vital records, and assists customers with vital records requests. Compiles documentation and prepares deposition forms for home births, adoptions, etc.
8. Issues or assists in the issuance of a variety of State and Town licenses, permits, and certificates, including dog and kennel licenses, business certificates, and flammable storage permits.
9. Types a variety of letters, memoranda, reports, and other documents from copy, rough draft, or general instructions. Updates and maintains a variety of spreadsheets and databases.
10. Assists and answers questions of customers, public officials, department heads, and staff, both in person and by telephone or email. Receives complaints and responds to complaints appropriately; makes referrals as appropriate.
11. Provides public records and information to citizens, civic groups, the media and other agencies as requested.
12. Maintains cemetery records, processes payments for lots, and generates deeds.
13. Processes bills and invoices, processes department payroll, and performs daily cashing out of payments received, including violation payments.
14. Orders office supplies for the Town Clerk's Office.
15. In the Town Clerk's absence, manages and supervises assigned operations to achieve goals within available resources; plans and organizes workloads and staff assignments; trains, motivates, and evaluates assigned staff; reviews progress and directs changes as needed.
16. May provide leadership and assist the Town Clerk in the development of short and long range plans; gathering, interpreting, and preparing data for studies, reports and recommendations; and coordinating activities with other departments and agencies as needed.
17. Assists with pole hearings.
18. Maintains harmony among workers and resolves disputes.
19. Maintains files and records for the Zoning Board of Appeals and the Community Planning and Development Commission.



Assistant Town Clerk, Cont.

Peripheral Duties

1. Attends professional meetings and conferences to develop professional knowledge and familiarity with Town Clerk, records, and office management functions.
2. Required to attend occasional evening meetings.
3. Serves on employee and staff committees as requested.

Supervisory Responsibility

1. Provides day-to-day supervision and direction to the Division's volunteers and part-time elections workers. Supervisory responsibilities include training and development, assigning work, and ensuring completion and accuracy of work. Assumes responsibility for the supervision and performance of the entire office in the absence of the Town Clerk.

Competencies

Personal Effectiveness	Credibility / Confidentiality	Thoroughness & Attention to Detail
Collaborative Skills	Communication Proficiency	Problem Solving
Technical Knowledge	Customer Service	

Work Environment

Work is performed in an office environment under typical office conditions with little exposure to occupational hazards. The noise level is usually quiet, but may be moderately noisy when equipment is being used.

Physical Demands

While performing the duties of this job, the employee is frequently required to sit and talk or hear, use hands to finger, handle, feel, or operate objects, tools, or controls, and reach with hands and arms. The employee is occasionally required to walk and climb. The position requires the application of manual dexterity in combination with eye-hand coordination for keyboard input, and the operation of equipment. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus. The employee must be able to speak clearly and to hear.

Work Hours

This is a full time position with typical 37.5 hours per week, 7:30 AM to 5:30 PM Monday, Wednesday and Thursday, 7:30 AM to 7:00 PM Tuesday, with required availability for occasional night meeting attendance and election coverage.

Minimum Qualifications

1. Graduation from a four-year college or university with a Bachelor's Degree in business management, records management, public administration, or a closely related field; and
2. Minimum of two (2) years of related clerical, administrative, or customer service experience; or
3. Any equivalent combination of education and progressively responsible experience, with additional work experience substituting for the required education on a year for year basis.

Special Requirements

1. Valid State of Massachusetts driver's license or the ability to obtain one.



Assistant Town Clerk, Cont.

Additional Knowledge, Skills and Abilities

1. Working knowledge of the principles and practices of modern public administration; extensive knowledge of office practices and procedures, departmental operations, and local and state laws pertaining to department operations. Work involves both standard and non-standard practices and techniques;
2. Thorough knowledge of modern records management techniques, including legal requirements for recording, retention, and disclosure; ability to accurate record and maintain records;
3. Ability to communicate effectively, both verbally and in writing;
4. Excellent multi-tasking skills, attention to detail, and ability to work within deadlines;
5. Ability to plan, organize, and supervise the work of clerical workers and other assigned staff;
6. Excellent customer service skills, including ability to exercise courtesy, discretion, and tact as needed;
7. Ability to establish and maintain effective working relationships with employees, other departments, municipal boards and committees, state and federal officials, vendors, and the public;
8. Ability to exercise independent judgment, to carry out duties independently, and to interpret guidelines;
9. Skill in the operation of computers and assigned software, including Microsoft Office, MUNIS, LaserFiche, SoftRight, State VIP, State CVR, and Virtual Town Hall;
10. Ability to operate assigned equipment, including typewriter, all standard office equipment, and voting machines.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice as needed by the Town of Reading within the scope of departmental needs.

Signatures

This job description has been approved by all levels of management:

Town Manager: _____ HR: _____

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee: _____ Date: _____